

	Nature of Complaint	Date of Resolution	Explanation of Resolution
05	Dialing Issue - Unable to dial regional 800 number	09/13/05	Technical Support programmed a change to allow the CapTel user to successfully make a captioned call to regional 800 number.
05	An OR TTY customer called to say that they were typing the phone number and before customer could give the "GA" the agent started dialing. RCS: Apologized for the handling of the call. No Contact requested	09/14/05	Reviewed proper procedures with agent. Agent did not remember the call.
05	Customer typed the nbr to dial and was in the process of typing the nbr to get thru the security screen and also the message to leave on the answering machine, but the operator interrupted the customer and began dialing out before the customer was ready with the message. RCS response: Apologized for the problem and thanked the customer for letting us know and assured them that the complaint would be sent in as stated. No call back requested	09/17/05	Coached agent on proper procedures. Reminded agent to wait for GA before dialing out.
05	VCO customer asked the CA on a previous call to repeat part of the voice person's conversation, and the CA remained transparent. After the out bound voice hung up, the customer asked the CA why they didn't do as asked, and the CA said that they aren't allowed to get involved in the conversation. The VCO asked for a supervisor and the CA asked for a number to dial. VCO asked for a supervisor again and the CA disconnected. Apologized to the customer and said that the supervisor would be informed. Would like follow up with a call to XXX-XXX-XXX and ask for "XXXX." If no one answers, please leave a voice	09/18/05	Met with CA. CA was following correct procedure in not relaying information obtained from a previous call. CA was coached as to phrasing "CA is not allowed to be involved in conversation" vs. "CA no longer has that information."
05	TTY customer called to complain that the agent did not wait for the "GA" before dialing the number. Customer said the pause was only a few seconds. Apologized. No follow-up requested.	09/18/05	Met with agent. Agent did not remember the call. Coached agent on waiting for the GA before processing the customer requests.
05	OR TTY user complained that the message was garbled and when asking for CA ID, agent kept asking "number dialing please." Then agent would interrupt them, and agent ignored their questions. Apologized, explaining without the CA ID # we could not address the complaint directly with the agent in error. Customer was very concerned that this be problem be reported to management. I explained I will inform the Acct Manager and offered contact. Customer refused, but took A.M. contact information	09/23/05	Account Manager was not able to contact the customer due to no contact information provided. Therefore, the case was closed.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
09/27/05	TTY customer is not receiving Caller ID info via OR Relay. Customer has reported this problem several times and the problem is not resolved (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 493007 Customer requests contact.	12/20/05	Rebooted adjunct call controllers to update and reset customer information. Account Manager spoke with this customer several times and requested to check into the problem at the customer's residence. Customer has not returned the call to schedule the meeting for over one month. Complaint closed due to lack of Customer response.
09/29/05	TTY customer reports Caller ID info is not received on incoming calls via OR Relay 11 calls within 20 hours. Caller ID not received on any of the calls. Customer states that this is the 4th complaint regarding this issue if problem is not resolved within 1 week customer will file suit in court - violation of FCC rules (supervisor assisted on call advised complaint and trouble ticket would be entered) T.T. 502651 Customer requests contact asap	12/07/05	Trouble Ticket solution: Rebooted adjunct call controllers to update and reset customer information. Account Manager contacted the customer to solve the problem three times and the customer did not request further support.
10/12/05	Disconnect/Reconnect during calls	10/12/05	Provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to the customer why disconnection/reconnection might be occurring and offered tips to reduce their occurrence.
10/19/05	A OR customer calling from a cell phone states when calling TTY user he is unable to get through at times because of a caller ID block recording. RCS: Apologized for the problem and explained that a Trouble Ticket would be placed (T.T. was opened). No Contact requested.	10/19/05	Trouble Ticket solution: More information is needed. There has been issues with caller ID, but they have been site specific. Agent ID is needed in order to continue with this. Also the customer can use *82 in order to bypass the caller ID issue. Please reopen once this information is available to the correct TRS site.
10/21/05	At 12:03 pm, the customer stated that agent placed the call before they were done typing the message to be left on answer machine. The customer wanted to make some additional messages to the original message. No follow up necessary.	10/21/05	Agent followed proper procedure of placing the call after several seconds after the "s" (for sk) was typed. Agent stated "When I discussed this contact with the customer, customer would typed GA and then when I began to type, I would be interrupted by the customer stating that he/she has not typed "GA" yet."
10/24/05	A voice customer called to complain that she is unable to get through to a patient (she works at a dental office). Apparently the office number shows as "blocked" and the call will not go through. The customer tried dialing *82 but it is not a valid option since she is in an office setting. She dials the main Oregon relay number, 800-735-1232 to make her relay calls. Apologized. Follow-up requested. Opened TT.	10/24/05	No further follow-up customer has been unavailable to work on this issue. No further reports from customer of additional problems using the relay service.
10/29/05	An OR TTY customer called to say that the agent dialed the nbr and then kept re-dialing without ask the customer. RCS: Apologized for the handling of the call. No Contact requested	10/29/05	Agent was incorrectly processing "fast busy" signals; coached agent on proper procedures.
10/24/05	Captions - dropped characters/garbled text	10/24/05	Sent information in the mail explaining how the CapTel works and how to contact the phone company to have them check the data transmission capability of the phone line. Also explained how to do a hard reset of the unit.

U140, Salem, OR 97301-4285; telephone (503) 378-4642.

C.2.3(b) RFP's: RFP's, including all Addenda and most attachments, are posted on the vendor information program ("VIP System"). Proposers who do not have access to the VIP System may download copies at a Plan Center, or at the State Procurement Office, 1225 Ferry St. SE, Salem, Oregon. Proposers may also order hard copies from the State Procurement Office for a fee.

C.2.3(c) ATTACHMENTS: Some exhibits and attachments may not be available on the VIP System. These must be purchased separately from the State Procurement Office, where so specified in the RFP. See Section C.2.2 "SINGLE POINT OF CONTACT."

C.2.3(d) ADDENDA: Addenda can be downloaded from the Addenda Menu on the VIP System. Proposers should consult the VIP System regularly until Closing to assure that they have not missed any Addenda announcements.

C.2.3(e) PLAN HOLDER'S LIST: IN ORDER TO APPEAR ON THE PROPOSAL PLAN HOLDERS LIST, VENDORS MUST BE ENTERED ON THE VIP SYSTEM. Vendors can enter their vendor information via the internet at:

<http://tpps.das.state.or.us/purchasing>

VENDORS ARE RESPONSIBLE FOR ENSURING THAT THEIR VENDOR INFORMATION IS CURRENT AND CORRECT. SPO shall accept no responsibility for incorrect vendor information shown on the VIP System, or information missing from it.

C.2.4 PROPOSERS NOTE: SECTION D "PROPOSAL ELEMENTS", SECTION F "CONTRACTOR REFERENCES", AND SECTIONS I THROUGH VI CONTAIN INFORMATION REQUIRING RESPONSES OR SIGNATURE CERTIFICATION FROM PROPOSER.

C.2.5 TRADE SECRETS: Any information Proposer submits in to the RFP that Proposer considers a trade secret under ORS 192.501(2) or confidential proprietary information, and Proposer wishes to protect from public disclosure, must be clearly labeled with the following:

"This information constitutes a trade secret under ORS 192.501(2) or confidential proprietary information, and is not to be disclosed except in accordance with the Oregon Public Records Law, ORS Chapter 192."

Proposers are cautioned that price information submitted in response to an RFP is generally not considered a trade secret under the Oregon Public Records Law. Further, information submitted by Proposer that is already in the public domain is not protected. The State shall not be liable for disclosure or release of any information when authorized or required by law or court order to do so. The State shall also be immune from liability for disclosure or

release of information under the circumstances set out in ORS 646.473(3).

C.3 PROPOSAL FORMAT:

C.3.1 IN WRITING: Proposals and pricing information shall be prepared by typewriter or in ink. No oral, telegraphic, telephone, e-mail or facsimile Proposals will be accepted.

C.3.2 FORMS TO BE USED: Required information shall be submitted on the forms specified in the RFP. Any information Proposer submits that is not required to be included on forms prescribed by SPO shall be formatted in the order called for in the RFP and submitted on Proposers letterhead.

C.4 PROPOSAL CONTENTS:

C.4.1 TABLE OF CONTENTS: The Proposal must contain a table of contents with the following sections, and be fully paginated with tabs corresponding to each section.

- Cover Letter Statement
- Response to Mandatory Requirements
- Response to Desirable Features
- Additional Information
- Signature Page

C.4.2 COVER LETTER: Each Proposal shall contain a cover letter on Proposer's letterhead summarizing the salient features of the Proposal, including conclusions and recommendations.

C.4.3 STATEMENT: Each Proposal shall contain a brief statement demonstrating Proposer's experience and competence in providing the Services and Goods, if any, required, including both mandatory requirements and desirable features.

C.4.4 RESPONSE TO MANDATORY REQUIREMENTS: Proposers shall respond to each mandatory requirement in narrative form or by page and paragraph reference to documentation included in the Proposal, or both. The Proposer's response to each mandatory requirement shall be presented below a restatement of the mandatory requirement in question.

C.4.5 RESPONSE TO DESIRABLE FEATURES: Proposers shall respond each desirable feature in narrative form in detail, and use the attachments or forms that are included in this RFP. Page and paragraph references to documentation included in the Proposal may also be cited. Proposer's response to each desirable feature shall be presented below a restatement of the desirable feature in question.

	Nature of Complaint	Date of Resolution	Explanation of Resolution
/05	Disconnect/Reconnect during calls	10/26/05	Customer has had previous contact with CapTel Customer Service regarding the incidence of disconnect/reconnect during calls. Explained that disconnect/reconnect can happen for a variety of reasons usually not specific to the phone itself.
/05	Technical - General	10/28/05	Gathered information regarding CapTel user's experience and passed this information on to technical support for further investigation. Followed up with customer. Customer said that starting on 10/31* they have been able to make captioned calls successfully
/05	OR TTY user did not want to give their name. Customer states they told the relay OPR to redial, OPR redialed but then the OPR redialed again with out the customer requesting a redial. Customer Service apologized to the customer. Customer would like a follow up but did not want to give their name. Customer can be reached in the afternoon or evening.	11/14/05	Reviewed procedure with operator and explained that we only redial once unless instructed otherwise. If the customer says "keep trying" then the operator could redial several times. Apologized again to the customer for inconvenience.
/05	An OR TTY customer states that they did not get a response from the CA after typing "Hello" over and over. Customer ended up hanging up. RCS apologized to this customer. No follow up requested.	11/07/05	Met with CA. CA does not remember call. CA did not have call with any amount of garbling at beginning of call. CA demonstrated and stated knowledge of importance of relay protocol in not hanging up on customers.
/05	Customer states that this agent did not follow the instructions given. When dialing out the line was busy so customer stated, redial again if answering machine hang up - the agent redialed several times and did not let the customer have control of the call. RCS response: Apologized for the problem and thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested	11/18/05	Agent was coached on proper protocols.
/05	An OR TTY user complained that agent did not respond when caller asked if she relayed message. Caller stated that she asked agent four times and still received no response. Caller stated that floor supervisor did come on line and said that the CA could not get involved in the call. Customer stated that she just wanted to know if her message had been sent. Apologized for the problem. Customer did not request follow up.	11/30/05	Spoke with CA and assisting supervisor about this call. Message was relayed, and voice user responded. Coached with regard to proper procedure. No further follow up required.
/05	Captions - dropped characters/garbled text	12/06/05	Advised customer to contact telephone company to to check and possibly upgrade phone line. Advised customer to relocate CapTel phone to another AC electrical adapter and wall jack* and to test CapTel at another household.

of pl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8/05	TTY customer reports agent typing accuracy was poor. Agent misspelled many words making the conversation difficult to understand. TTY customer received call and continually had to request the agent retype to understand the content of the call (apologized for problem encountered). Customer did not receive garbled message, but many misspelled words. Customer gave examples of misspelling. Customer was advised that complaint would be forwarded to management) Customer requests contact.	12/12/05	This agent ID number is currently unassigned, therefore, further investigation is not possible. Followed up with customer via email 12/12/05 per request stating this agent ID number is currently unassigned, therefore, further investigation is not possible.
2/05	Customer stated asked agent for ID number 5 times because the announcement was garbled. Agent typed "(nbr you are calling to please" and Caller asked again "What is your ID number and F or M?" Then the agent hung up on caller. Supervisor apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. Customer would like a follow up via letter to address provided.	12/12/05	Supervisor met with agent who stated they did not remember this call. However, the agent demonstrated knowledge of appropriate phrasing when responding to customers under similar circumstances. Also advised the agent of the consequences of disconnecting calls. Followed up with customer on 12/21/05 via letter.
5/06	Customer stated that they asked for the agent's identification number 5 or 6 time,s but that the agent kept "saying nbr calling to pls". Customer asked if the agent nbr was XXXX. Agent replied that it was XXXX. Caller stated that she disconnected the call, then redialed the relay number to complain. Follow up is requested by mail.	01/05/06	This agent number is currently unassigned, therefore further investigation was not possible. Followed up with customer 1/5/2006 via letter.
9/06	Inability for CapTel unit to reach data toll free #	01/10/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center.
9/06	Inability for CapTel unit to reach data toll free #	01/10/06	Customer was advised of fiber optic cut that resulted in west coast calls not being able to reach our center.
9/06	Customer said that he has been receiving several different customer service responses to a problem he's been having since May. When he tries to call OR Relay on his cell phone, he is told, "9 times out of 10", by a recording, that "it's a blocked call" and that he has to enter star 82 before dialing, Star 82 has not worked successfully with these calls. Sometimes a supervisor is able to put the call through, and sometimes they are not. I asked if he usually spoke with Sprint Customer Service or Oregon Relay Customer Service. He didn't know, but upon learning that it probably would have been the latter part of the day when he usually calls, he hung up to try them. No name provided.	01/19/06	Customer disconnected before enough information could be obtained to complete the resolution.

Request for Clarification /Request
for Change/Protest Contractual 02/13/2004

Closing Date 03/04/2004
Price Agreement Start Date To Be Determined

Note: All dates listed are subject to change.

PROPOSER NOTE: Attachments A - E are not available on the VIP system. Please contact the point of contact as defined in Section C.2.2 to receive a copy of these attachments in the Attachment Packet.

SECTION C - GENERAL PROPOSAL INFORMATION

C.1 GENERAL DEFINITIONS:

C.1.1 "Addendum" or "Addenda" means an addition or deletion to, a material change in, or clarification of, the RFP. Addenda shall be labeled as such and shall be made available to all interested Proposers in accordance with OAR 125-030-0007(4).

C.1.2 "Closing" means the date and time set in the RFP for Proposal submission, after which Proposals may not be submitted, modified, or withdrawn by Proposer.

C.1.3 "Contract" means the entire agreement between the Contractor and the State, comprised of the RFP and the Offer.

C.1.4 "Contractor" means the Entity with whom the State enters into a Contract setting prices for the purchase of Services and Goods, if any, pursuant to the RFP.

C.1.5 "DAS" means the Oregon Department of Administrative Services.

C.1.6 "Entity" means a natural person with legal capacity to contract, sole proprietorship, limited liability company, corporation, partnership, limited liability partnership, limited partnership, profit or non-profit unincorporated association, business trust, two or more persons each with legal capacity to contract and having a joint or common economic interest, or any other person with legal capacity to contract, or a government or governmental subdivision. Entity does not include a State Agency.

C.1.7 "Goods" means all those items, including all installed components and accessories, if any, supplied under the Contract that are incidental to the provision of Services.

C.1.8 "Opening" means the same date and time set for Closing, unless

otherwise specified in Section C.11.

C.1.9 "Project" means the scope of the Contract, including all Services and Goods to be provided thereunder.

C.1.10 "Proposal" means the Proposers written offer submitted in response to an RFP, including all necessary attachments.

C.1.11 "Proposer" means the Entity that submits a Proposal in response to an RFP.

C.1.12 "Request for Proposals" or "RFP" means the entire solicitation document, including all parts, sections, exhibits, attachments, and Addenda.

C.1.13 "Services" means all work required to be performed under the Contract.

C.1.14 "SPO" means State Procurement Office.

C.1.15 "State" means the State of Oregon and its boards, commissions, departments, institutions, branches, and agencies.

C.1.16 "State Procurement Office" means the central purchasing office of the Transportation, Purchasing & Print Services Division of DAS.

C.1.17 "UCC" means the Uniform Commercial Code, ORS chapters 71, 72, and 72A, as applicable and as amended from time to time.

C.2 GENERAL INFORMATION:

C.2.1 PROPOSAL SUBMITTAL ADDRESS AND CLOSING: SPO will receive sealed Proposals until **3:30 PM** (Pacific time) on the Closing date specified on page one (1) of the RFP, or as amended by Addenda, at the State Procurement Office, at the receptionist's desk, on the north end of the second floor, in the General Services Bldg., at 1225 Ferry St. SE, U140, Salem, Oregon 97301-4285.

C.2.2 SINGLE POINT OF CONTACT: There will be only one point of contact during the procurement process. This includes requests for change, clarification, and protests; the award process; and/or any other questions that may arise. The contact point for this RFP is Tim Hay, Central Purchasing Analyst, who can be contacted at 503-378-4650, via fax at (503) 373-1626, or via e-mail to tim.hay@state.or.us.

C.2.3 VIP SYSTEM:

C.2.3(a) VIP VENDOR HANDBOOK: New Proposers are encouraged to request a copy of "VIP Vendor Handbook." This brochure is available free of charge from the State Procurement Office, 1225 Ferry St. SE,

of ot.	Nature of Complaint	Date of Resolution	Explanation of Resolution
/06	An OR TTY caller complained that agent did not follow database notes and also stated that the agent argued that the caller information was not in the customer's database. Apologized for problem. Customer Service did check database and all notes are displaying. Customer did not request a follow-up.	01/24/06	Agent remembers the call and remembers that the customer notes did not show up when the call arrived at her station. She attempted to bring up the notes but offered to transfer the customer to customer service to see if there was a problem with the notes. The agent will continue to bring up the notes if possible as well as get a supervisor if she encounters any more problems.
/06	Voice customer called to report that the agent was commenting about him to another agent while call was connected. He felt her comments were derogatory and racist: "This is from a correctional facility; some black guy calling." Apologized for rudeness. Follow-up requested.	02/12/06	Agent submitted a trouble ticket on this situation prior to this complaint arriving on the CCOD system. Trouble Ticket explained the call was from a correctional facility and could not be processed without calling collect, third party etc. Customer got very angry and told the agent he would call and complain she was being a racist. Made 3 attempts to contact customer via phone. 2/24/06 11:00 am, left msg on ans mach. 2/24/06 4:00 pm, left msg on ans mach. 3/1/06 7:45 am, left msg on ans mach. Closing ticket due to inability to reach customer.
/06	OR VCO customer called to complain that the agent did not dial out the number as given, but simply disconnected the call without response. Apologized for the inconvenience. Asked him to try the call again with another agent; he did and had no problem. No follow-up requested.	03/06/06	CA was coached by Team Leader not to disconnect callers.
/06	OR VCO customer called to complain that the agent did not dial the number as given, but simply disconnected the call without response. Apologized for the inconvenience. Asked customer to try the call again with another agent; he did so and had no problem. No follow-up requested.	03/06/06	Unable to resolve the complaint since the agent number is not currently assigned to a communication agent.
/06	Customer states that the agent was rude to their sister who was the hearing calling party. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	03/11/06	Team Leader spoke with CA and emphasized the need to maintain a professional tone on the call.
/06	Customer gave pre-paid calling card information and saw dialing out macro on TTY, then received nothing further for about 10 minutes. Caller had to hang up and call back into relay. This occurred 3/12/06 around 8:30 p.m. Supervisor thanked customer and said the agent would be coached, with a follow-up letter mailed to customer.	03/13/06	Spoke to the agent about the garbling issue. Agent does remember having a lot of problems with garbling on Spanish calls. The agent was reminded to fill out a trouble ticket if she experiences any problems while processing calls. Agent understands. Follow-up letter mailed on April 3, 2006.
/06	Captions - dropped characters/garbled text	03/29/06	Provided software update to customer and advised customer to contact telephone company to check and upgrade phone line quality.

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/06	Customer said agent hung up on them at about 5:24 pm PST. Customer stated that right after the call connected to agent, customer gave toll free number with pin and number calling to and then heard beep beep. There was no dialing. Agent had hung up.	03/29/06	Talked with agent who stated that he dialed the calling card 800 number and the customer never provided him with the other info that was needed. (Calling to number or pin number did not come in). Agent dialed the 800 number and typed the recording. Then the customer typed "why are you doing this," then the inbound disconnected from the line. Call appears to have been disconnected due to technical difficulties on the customer end.
6/06	OR TTY user complains that there are incredible delays with agent's response, and relay greeting repeats over, and her calls come in on wrong line using 800 #. Apologized for the problems, discussed her database preferences, and suggested changing from Turbo code to TDD answer. Encouraged her to contact Ultratec for advice on her own TDD settings. Contacted preferred. Entered TT.	04/06/06	Account Manager met with customer for 1.5 hours on 5/11. Reviewed complaints and discussed different options.
4/06	OR Voice customer calling in to say he is using his cell phone to call a Relay user and his call will not go through, the outbound customer does not accept unidentified calls. We have in our database to send his number through to outbound. Customer said he tells opr to enter his number and the call still will not go through. Customer states he has contacted his cell phone company and they say they are sending his correct cell number to relay. Also states outbound has contacted their LEC and they say its not their problem Customer Service apologized and entered a Trouble Ticket. Customer would like follow up via telephone from Account Manager.	05/04/06	Referred to Tier-3 support for information on this issue. Discussed cell phone/caller ID user with lead at RNM. They have noticed this problem also. Their only option is to Use Ctrl-O, which turns it green, but as soon as they press complete, it turns black again and does not pass Caller ID. CS has found in the past that customers with this problem must request from their cell phone company to transmit customer's actual number. Not a relay issue. Account manager followed up with customer on 6/5/06.
5/06	OR VCO customer requested customer service to add a number to her Frequently Dialed (FD) list. Customer service is unable to get the requested FD number to attach. One system shows the requested number, but the other system does not. The relay agent is not able to see the requested FD number. We have tried several times in customer service to get this number to stick to her FD list. Customer Service apologized to the customer and was trying to work with the customer but she hung up before I was able to resolve the problem. Customer Service turned in a Trouble Ticket.	05/05/06	The number is now showing in both call systems.

A.3.3.1. The nature of the competitive procurement will be to establish the rate for intrastate TRS "minimum standard" service in Oregon which the Contractor of Oregon Telecommunication Relay Service (OTRS) "minimum standard" service will charge and for which the State Commission will provide reimbursement through the mechanisms defined herein:

A.3.3.1.a. The Proposer who is awarded the highest number of points by the RFP Evaluation Committee and whose Proposal conforms to RFP and ADA minimum requirement provisions will provide quality service to the deaf, hard-of-hearing, deaf-blind, and speech-impaired communities using either Conversation Minutes Basis or Session Minutes Basis. The State reserves the right to choose either the Conversation Minutes Basis or the Session Minutes Basis that it deems is in the best interests of the Residential Service Protection Fund (RSPF);

A.3.3.1.b. The awarded Proposer will establish those rates, and will contract with the State to become the sole Contractor for the OTRS in Oregon;

A.3.3.1.c. The Contractor will have use of all the OTRS's 800 numbers designated for the Oregon Telecommunications Relay Service (OTRS);

A.3.4 HISTORY/SERVICE DESCRIPTION: The Oregon Telecommunications Relay Service began around June 1, 1989. The call volume for the first month of service was approximately 6,600 (outgoing calls). As of June 30, 2003, the total monthly call volume was 58,187 (outgoing calls) and 41,862 (incoming calls), and the total minutes were 150,424 (Conversation Minute Basis).

OTRS provides telephone interpreting services between people who can hear and those who are deaf, hard-of-hearing, deaf-blind, late-deafened or speech-impaired. OTRS makes it possible for persons with a hearing or speech impairment using a telecommunications device for the deaf (TTY) or other automated text devices to be able to communicate with persons not using such equipment. These automated text devices, including TDD's, shall be referred to herein as Text Telephones (TTY's). Funding for the OTRS comes from the Residential Service Protection Fund (RSPF).

A.3.5 SUMMARY OF PRICE FACTORS: Proposal prices shall be evaluated by taking the average of four different call volume per minute charges and assigning points to those averages. Further price evaluation criteria also include assessing points for account manager availability and translation charges. Refer to Attachment A and Sections D and E for further information.

A.4 SUMMARY OF EVALUATION/SELECTION CRITERIA: SPO will assign points for desirable features and points for pricing. The two subtotals

will be added for a final total. A Negotiation Team will negotiate proposed supplemental terms and conditions.

SECTION B - TABLE OF CONTENTS / SCHEDULE OF EVENTS

SECTION A - INTRODUCTION AND SUMMARY OF SOLICITATION

SECTION B - TABLE OF CONTENTS

SECTION C - GENERAL PROPOSAL INFORMATION

SECTION D - PROPOSAL ELEMENTS (MANDATORY REQUIREMENTS, DESIRABLE FEATURES, AND PRICING)

SECTION E - SELECTION/EVALUATION CRITERIA

SECTION F - STANDARD CONTRACT TERMS AND CONDITIONS

SECTION G - SPECIAL CONTRACT TERMS AND CONDITIONS

SECTION H - INSURANCE REQUIREMENTS

SECTION I - OFFEROR REFERENCE FORM

ATTACHMENT A - PRICING PROPOSAL SHEET

ATTACHMENT B - TRAFFIC DATA

ATTACHMENT C - REFERENCES DOCUMENT

ATTACHMENT D - TEST CALLS

ATTACHMENT E - CAPTEL PRICE PROPOSAL SHEET

Section I - Residency Statement

Section II - Certification of Compliance with Nondiscrimination Laws

Section III - Certification of Compliance with Tax Laws

Section IV - Responsibility

Section V - Recycled Products

Section VI - Contract Signature Page

RFP Issue/Release 01/23/2004

	Nature of Complaint	Date of Resolution	Explanation of Resolution
/06	An OR TTY customer called to complain that the agents could not put her call through to Mexico via OR Spanish relay. Apologized for the inconvenience. Tried to reach OR Spanish relay but did not reach an agent. Entered a Trouble Ticket. Follow-up requested.	05/07/06	Technical Support noticed that COMCAST LD, which was used by the caller, is not listed in the Carrier of Choice (COC) list. When selecting "ALL OTHERS," the call fails to go through. Made another attempt using Sprint as the COC and the call was completed. Sprint is currently working with Comcast to include them as a COC. Account Manager attempted follow up on 6/01/06, 6/02/06 and 6/05/06 but was not able to reach the customer.
/06	An OR TTY customer called to complain that the agent disconnected the line after the call was finished, after the TTY user gave her another number to dial. Apologized for the inconvenience. No follow-up requested.	05/14/06	Spoke with CA. CA stated they did not receive the second number to dial, and disconnected per procedure. No further follow up requested.
/06	Customer states that when dialing out they told the operator not to type the message if answering machine answered. The agent dialed out and then proceeded to type the whole message. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.		CA coached regarding properly following customer instructions. No further contact required.
/06	Customer states that when calling in to the relay service, the agent answered and asked for the number to dial. When the customer gave the number, there was no response from the CA. Customer typed "GA GA GA" and then typed "Hello GA" and still received no response. RCS response: Apologized for the problem and assured the caller that the complaint would be sent in as stated. No call back requested	05/25/06	Discussed this issue with the CA and coached the agent on following customer instructions.



Oregon

Theodore R. Kulongoski, Governor

Public Utility Commission

550 Capitol Street NE, Suite 215

Mailing Address: PO Box 2148

Salem, OR 97308-2148

Consumer Services

1-800-522-2404

Local: 503-378-6600

Administrative Services

503-373-7394

June 22, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-B204
Washington, DC 20554

RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log which includes complaints received between June 1, 2006 and May 31, 2007 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

An additional copy has been mailed to:

Pam Gregory
Federal Communications Commission
Consumer and Governmental Affairs Bureau
445 12th Street, SW, Room 3-C417
Washington, DC 20554.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at jon.cray@state.or.us.

Respectfully,

Jon Cray, RSPF Program Manager

CC: Pam Gregory, FCC
Lee Beyer, PUC Commission Chairman
Ray Baum, PUC Commissioner
John Savage, PUC Commissioner
Rick Willis, PUC Executive Director
David Poston, PUC Central Services Division Administrator
Damara Paris, Sprint Nextel Relay Program Manager





Appendix V

Copy of OTRS RFP

SECTION A - INTRODUCTION AND SUMMARY OF SOLICITATION

This Section is included to familiarize potential Proposers with the overall scope of the anticipated procurement, the selection criteria, and the method of award. Refer to detailed Sections identified in Section B, the Table of Contents, for complete information.

A.1 PURPOSE OF SOLICITATION: The purpose of the RFP is to establish a Contract for **Telecommunication Relay Service (TRS)**. The initial term of Contract awarded will be for **two year(s)**, with an option to extend for additional terms. (See Section G.1.)

A.2 MAXIMUM CONTRACT VALUE: The maximum not to exceed value of the Contract to be awarded shall not exceed **\$2.85 million over the two-year initial term of the Contract. In no even shall the State's payment obligation under the initial term of the Contract exceed \$2.85 million.**

A.3 OVERVIEW OF OTRS SERVICE SPECIFICATION REQUIREMENTS: Service specifications requirements of the RFP, such as PART D.1 - "Mandatory Requirements" are standards within the scope of the telecommunications relay service. Standards in these categories are listed as "minimal" standards, meaning that each Proposer proposing to provide TRS within Oregon in response to this RFP must provide each minimum standard within its proposed TRS. No deviation from or waiver of these minimum standards will be allowed. In addition to any specific information requested on individual minimum standards, Proposers shall affirm and describe in writing how each of these standards will be met. Proposer must include all costs to provide these minimum standards in the price per call minute quoted.

A.3.1. The State acknowledges that certain other service features may be offered by Proposer, but any features or functions above and beyond minimum standards are to be provided at the Contractor's expense. The State will not pay or reimburse Contractor for the provision of features or functions, which are an enhancement to the minimum standards. At the same time, the State encourages Proposers to develop means for providing any service enhancements that could be valuable to users.

A.3.2. Nothing in these RFP requirements shall prevent Proposer from offering service features to users that are not included in the minimum standards and charging users directly for the features, consistent with the FCC's requirements on charges for TRS services.

A.3.3. The State intends to award a Contract to a single Contractor for the provision of standard service as described in the RFP requirements, specifically that:

int	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/10/07	TTY Customer stated that agent did not follow database instructions to turn off Turbo Code.	04/23/07	Apologized for the inconvenience and assured customer that this would be forwarded to an appropriate supervisor. No follow up requested. Agent remembered this call and had a supervisor assist with disabling Turbo Code. The correct procedures were followed and Turbo Code was disabled but customer kept insisting that it was not.
4/12/07	TTY customer stated she gave number to dial, waited for dialing, and the agent hung up on her. The call happened around 11:30am (Oregon time).	04/12/07	Met with CA, who did not remember the call. CA stated they did not hang up on the call. CA felt that perhaps the call had dropped as they had one call that disconnected after dial out. Did not remember if it was Oregon. TL followed up with the customer per request.
4/18/07	Voice caller stated that Agent made inappropriate sexual comments	04/18/07	TL met with agent and discussed the importance of following customer instructions. Went over proper call procedures and discussed the consequences of deviating from those procedures. Agent understood.
4/19/07	OR VCO customer called to complain that people are still unable to hear him through the relay, both inbound and outbound.	Resolution is pending and will be resolved within the required 180 days.	A Trouble Ticket was turned in previously on this issue on April 5 but no resolution was received. This last occurred 4/19/07 approximately 9:25 a.m. Apologized for the inconvenience and opened another trouble ticket. Follow-up requested. Met with customer on 4/27/07 to explain that the system was being worked on and a resolution is scheduled to be released early summer.
4/21/07	CapTel customer called to complain about echo sounds on the CapTel.	04/23/07	Advised customer to make use of volume settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction.
4/23/07	OR VCO customer had volume issues through relay service.	Resolution is pending and will be resolved within the required 180 days.	Apologized and turned in a Trouble Ticket; a previous Trouble Ticket was turned in on 4/19/07. Also gave customer the RPM phone number. No follow up needed. RPM met with the customer on 4/27/07 to discuss concerns; customer continues to struggle with the VCO issue. Customer has also recently made arrangements to receive a CapTel phone and will try using CapTel instead of VCO to see if this works for him. RPM agreed to follow up in one month.
4/25/07	OR VCO customer stated on numerous occasions he has attempted to place calls through relay and the outbound individual cannot hear him. The most recent was on 4/25/07 at approximately 1 PM. Customer placed call to equipment program using relay and the equipment program staffer was unable to hear his voice.	Resolution is pending and will be resolved within the required 180 days.	Apologized to customer and turned in a Trouble Ticket Follow up requested by a Technician and the Account Manager. Also gave customer the RPM phone number. No follow up needed. RPM met with the customer on 4/27/07 to discuss concerns; customer continues to struggle with the VCO issue. Customer has also recently made arrangements to receive a CapTel phone and will try using CapTel instead of VCO to see if this works for him. RPM agreed to follow up in one month.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/02/07	OR VCO customer stated the macro that states if the call is local or long distance is not received.	05/02/07	Apologized to customer. Trouble Ticket was closed after test calls were made. The macro appears to be working. Customer did not give contact information, and did not request a follow up.
05/25/07	TTY Customer was frustrated about being unable to connect to a Spanish operator. As soon as s/he is told s/he will be transferred, the call disconnects. This was the 8th attempt.	06/07/07	This complaint was recorded at 3:38 pm on 5/25/07. Reopened and forwarded to customer service for further information. Closed contact after three unsuccessful attempts.
05/31/07	TTY customer cannot make long distance calls using Comcast as long distance.	06/02/07	Apologized for the problem and opened Trouble Ticket. Sent an e-mail to customer on 6/1/07 to gather more information. Comcast is not on the approved Carrier of Choice list. RPM will proceed with the necessary paperwork to get the Carrier of Choice established. Customer stated that she was pleased with the proposed solution.

Complaint Tracking for OR (06/01/2006-05/31/2007). Total Customer Contacts: 64

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/19/06	TTY Customer stated that on 6/17/06, s/he placed a call and agent hung up after the third outbound ring.	06/28/06	Apologized to customer; no follow up requested. Team Leader (TL) met with the agent, who does not remember the call. TL coached the agent on proper call procedures.
6/23/06	TTY customer called stating that agent hung up and did not dial as requested.	06/26/06	Spoke with the CA, who stated that he is seeing a lot more calls that drop or disconnect with no apparent reason. Reminded the CA that if he has calls that abruptly disconnect during the call or at the start of the call, to inform a supervisor to check for possible technical problems. CA said he understands why he should contact supervisor when this happens.
6/28/06	TTY customer stated that the CA connected her and typed an explanation of how the person answered the phone, then there were beeps on the line that told her that the CA hung up.	06/28/06	Apologized for the inconvenience and stated this would be forwarded to the appropriate supervisor. Supervisor stated this agent had called her over to the station stating her headpiece fell on the keyboard which caused her to lose the call, prior to the complaint coming in. A follow up letter has been sent explaining problem. Supervisor stated that the agent was able to explain the problem to the outbound party.
7/08/06	On 07/06/06, TTY customer told agent to dial number, and the agent typed bye SKSK. Customer repeated the request, but the agent appeared to hang up.	07/08/06	Apologized to customer. Follow up was requested via mail. Forwarded complaint on to agent's supervisor. TL spoke with the agent about disconnecting the call. Agent does not remember the call, but states that he followed procedure when disconnecting all calls. Sent a letter to customer to follow up.
7/28/06	TTY customer called to state that s/he seemed to be disconnected by the agent while talking with his/her mother on the phone.	08/24/06	Apologized to customer; follow up requested.
7/31/06	TTY customer called to complained that agent dialed the wrong number.	07/31/06	Apologized to customer; follow up requested. Discussed the complaint with and coached operator on procedures, and followed up with customer.
7/31/06	TTY customer complained that agent dialed the wrong number. Apologized to customer. Follow up requested.	07/31/06	Apologized to customer. Follow up requested. Forwarded complaint to TL with instructions to coach the CA on proper procedures when dialing a wrong number such as immediate credit. Followed up with customer via letter.
8/08/06	TTY customer stated that during a business call, the operator made a mistake and hung up. Customer stated this operator needed additional training.	08/21/06	Apologized to customer. Follow up requested. This agent is no longer employed with the relay service. Followed up with customer and explained that this agent is no longer employed, therefore, further investigation is impossible. Customer was satisfied with response.
8/11/06	TTY customer stated that she gave the agent her calling card 800 number and PIN to get the balance of her calling card minutes. She stated the agent did nothing, and then hung up on her.	08/11/06	Apologized to customer. Follow up requested via TTY. Coached agent on call procedures. Followed up with customer on 8/11/06.
8/21/06	TTY customer stated the agent hung up on her.	08/22/06	Apologized to customer. Follow up requested. Coached agent on call procedures and followed up with customer on 8/22/06.

Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/21/06	OR voice customer could not get through to the number she is calling because of her number being blocked. The person she is calling will not accept her call.	08/21/06	Reviewed the database and found that there is permission to send the number to the called party. Apologized to the customer and turned in a trouble ticket. Customer wanted follow up by the account manager. Trouble ticket was closed after the problem had been resolved. Left a voice mail letting customer know that the issue had been resolved and to contact if there are additional problems.
09/04/06	Voice caller stated his wife is having a great deal of garbling on her VCO Ameriphone. Agent attempted to rule out easy fixes for the garbling problem. Caller would like a voice-to-voice call back to troubleshoot the problem extensively. If the problem cannot be fixed the caller would like information on how to proceed.	10/18/06	Attempted to reach customer on 10-02-06, 10-04-06, 10-18-06. Complaint is closed due to inability to reach the customer.
09/07/06	OR TTY user complained that agent did not follow instructions and hung up on the outbound answering machine recording during a call on 9/6/2006.	09/07/06	Apologized; no follow up requested. Supervisor met with agent, who stated customer requested a hang up after answering machine message was already finished. Agent does know the importance of following customers instructions.
09/07/06	OR TTY user complained that agent typed entire answering machine recording instead of hanging up on the recording as requested.	09/14/06	Apologized; no follow up requested. Supervisor coached agent to follow customer instructions. Agent understood.
09/15/06	TTY customer stated that agent did not follow his instructions to not type out the outbound answering machine message. The instructions were that if the agent reached an answering machine, to just hang up, but the relay agent typed the entire message.	09/15/06	Apologized; no follow up requested. Supervisor coached agent to follow customer instructions. Agent understood.
09/29/06	TTY caller stated that while trying to access information about a 800 calling card number, the agent was rude, kept interrupting the customer, and didn't type out the recording.	09/29/06	Agent was coached by TL on the proper procedures for following customer instructions and keeping the customer informed, not interrupting customer, and being friendlier. Customer did not request a follow up.
10/02/06	TTY Caller stated that agent did not follow instructions to hang up if an answering machine was reached on the call. Agent instead typed ans. mach. message.	10/02/06	Apologized to customer. Discussed with agent the procedures for following customer instructions. Agent understood. No follow-up was requested.
10/05/06	OR TTY caller called to complain that agent disconnected without placing the call.	10/13/06	Apologized; no follow up requested
10/13/06	When TTY user called relay, the first three numbers were typed to the agent when the call was disconnected.	10/16/06	Apologized and reassured customer that agent would be coached. Agent was coached on appropriate call procedures.
10/17/06	TTY Customer said she had four agents during the duration of her call.	10/18/06	Apologized to customer FCC requires that an agent be on a call for at least 10 minutes before it is taken over. FCC requirements were met. No follow up requested.
10/24/06	TTY caller believes agent hung up on him/her. Customer called the same outbound number four times in a row and then asked the agent to continue dialing. After ringing for a while, the call was disconnected.	10/24/06	Apologized. Supervisor met with the agent, who did not remember this call and would never hang up on a customer. Agent demonstrated knowledge of the importance of not disconnecting calls and is aware of the consequences of doing so. No follow up requested.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/06/07	TTY customer stated that he called Oregon Relay a couple of days ago and the operator told him that he remembered customer from a previous call and that he could not place prank calls. Customer he did not know what operator was referring to and asked to speak to supervisor; when supervisor by the name of Abe came on the line, he too told customer that he could not be placing prank calls. Customer stated that he uses relay to call Deaf friends and knows what he is doing in regards to the use of Relay.	03/06/07	Apologized to customer and informed him that someone would be in contact with him per his request. Relay Program Manager for Oregon contacted customer by e-mail at 10:40 AM Specified in the e-mail to the customer that due to the lack of necessary information to track the call (no agent ID) or dates/times, we were unable to take further action. Advised the customer to note agent ID and dates and times of calls in the future so that we can assist him with his concerns. Closed due to lack of information.
03/08/07	OR VCO customer called to complain that when she placed a phone call and wanted to leave a message, the agent did not let her know if the message had been left. Caller stated that the phone call was placed around 7:45pm PST.	03/08/07	Apologized for the inconvenience. Agent has been coached on proper calling procedures. No follow up was requested.
03/11/07	Voice customer called in to customer service and it came in on the TTY line. The system did not detect ASCII so it automatically switched to the voice line. RCS answered the call and the person shared the problems experienced with the Oregon Relay Center. He stated that every time he calls 711 with his cell phone, he gets the Oregon Relay Center but he gets put on the TTY line and the system switches him to the voice line; the operators do not give the greeting for a voice user - they just hang up. He has spoken to supervisors about this and they did not help him. He stated that the operators and the supervisors he has spoken with are rude.	03/11/07	Attempted to provide the person with 800 number for the voice users for the Oregon Relay Center but he did not want it. Informed customer that the complaint would be logged, and asked if he wanted to have a follow up; he declined. No agent ID provided. Unable to research without this information.
03/12/07	TTY caller said agent was very rude to him and his son.	03/12/07	Agent was coached on appropriate communication protocols.
03/13/07	Voice customer placing call to VCO user reported that the agent typed without spaces, was inaccurate, and misspelled words; Caller commented that both parties were not getting the full conversation; voice customer also stated that the agent did not ask for a slower pace when questioned if there was a problem, and responded with a negative tone. When inaccurate typing continued, both customers asked agent if they could have another agent and were then placed on hold.	03/13/07	Apologized and informed the customer that concerns will be forwarded to center handling call. Met with agent, who did remember a VCO call in which the VCO was complaining of bad typing. Agent said typing was clear on her screen and VCO must have been getting garbling. This was witnessed by another supervisor. Voice customer then informed agent that she was going to hang up and redial. Agent appeared to have followed procedures.
03/13/07	CapTel user complained about the accuracy of captions	03/13/07	Apologized for incidence and thanked customer for the feedback and said that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
03/13/07	VCO customer unable to make outgoing calls via OR Relay. Stated people could not hear her voice, but had no problem with incoming calls.	04/10/07	Apologized for inconvenience; customer requested follow up ASAP. Contacted customer at 3:30 pm with no response. Contacted customer again on 3/30/07 at 9:00 am, 4/2/07 at 11:12 am and 4/10/07 at 5:30 pm. Complaint closed due to lack of customer response.

of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/15/07	OR VCO user had trouble connecting, and agents could not hear him. Issue occurs frequently, with no specific times or dates given.	Resolution is pending and will be resolved within the required 180 days.	Customer would not give information to establish a trouble ticket, saying the agents already have that. Apologized and explained that technicians are aware of issue and working to correct it. Provided VCO #, and suggested also to have his 30-year-old TTY device checked. Customer requested follow up. Contacted customer, but the call was cut off in the middle of the conversation. After 30 minutes of redialing and receiving a busy signal, discontinued calling. Called customer again and informed him that this issue will be escalated to a technician.
03/19/07	OR VCO customer called to complain that for the past month no one she's calling has been able to hear her. The last incident was 3/18/07 at five or six p.m.	Resolution is pending and will be resolved within the required 180 days.	Apologized; follow up requested. Trouble ticket states that the platform for VCO has a voice degradation bug and a release to fix the bug has been scheduled for release. Contacted customer to report the resolution on four occasions--3/22/07 at 4 pm, 3/30/07 at 9:30 am, 4/27/07 at 2 pm, and 5/15/07 at 11:25 am. Unable to reach customer.
03/22/07	TTY caller complained that agent said one moment please, and then hung up on both inbound and outbound callers.	03/22/07	Thanked caller for the feedback and apologized for inconvenience. Supervisor followed up on this incident with agent and coached on proper call procedures. Customer did not request a follow up.
03/23/07	TTY Customer stated that agent dialed the call out and the phone rang, and then the agent disconnected the call, which was very urgent.	03/23/07	Apologized to customer for the inconvenience. Unable to coach the agent without agent ID number. No follow up requested.
03/28/07	OR VCO user very displeased with service. Customer unable to make an International call to directory assistance.	03/28/07	Apologized and explained International long distance is required for any caller who makes International relay calls, and that DA calls within U.S. is provided as courtesy through relay. Referred customer to her long distance provider. Customer refused to leave a follow up contact, therefore this complaint has been closed.
03/29/07	OR VCO customer complained that when he dials out through relay, he is not getting information about whether the call is local or long distance. The last call was approximately 12:15 p.m. on 3/29/07.	04/27/07	Apologized for inconvenience. Opened trouble ticket. Follow-up requested. Followed up with Customer in person to discuss this issue. Trouble ticket could not reproduce the problem and advised the customer that more information is needed regarding the number calling from, dialed in in order to research the problem. Customer agreed to provide this information if this occurs again.
04/05/07	VCO customer called to complain that he is not being heard by outbound parties when he calls via relay. He has to call back to be heard. The last time this happened was 4/5 at 9 a.m. PDT.	Resolution is pending and will be resolved within the required 180 days.	Apologized for inconvenience. Opened a trouble ticket. Follow-up requested. Met with customer on 4/27/07 to explain that the system was being worked on and a resolution is scheduled to be released in the summer.

Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10/24/06	OR TTY customer complained that the agent disconnected him after he made a call. He had paused to write down an extension number for his own records, and when he came back, the operator was gone. Apologized for inconvenience. No follow-up requested.	10/24/06	Apologized for inconvenience. No follow-up requested. Spoke with agent to ensure proper procedures were followed.
10/25/06	CapTel customer called to complain about an Account Login Failure.	10/25/06	Unit's account activated. Unit now operational and customer is able to use his phone.
11/01/06	CapTel customer called to share feedback on the accuracy of captions during operator switches.	11/01/06	Apologized for inconvenience and thanked for feedback. Passed the feedback to the Captioning Staff. Customer did not request a follow up.
12/30/06	TTY Customer gave a calling card number, PIN and number to dial. Agent did not respond and did not dial. Customer clock said 8:35 when she sent info. At 8:37 her TTY beeped and showed that the CA hung up. Customer would like the CA's supervisor to find out what happened and send her a follow up letter.	12/06/06	Agent was coached by TL on the proper procedure for handling prepaid calling cards. Also coached on improperly disconnecting callers and the ramifications involved. TL wrote a letter on 12/06/06 with contact results.
01/01/06	TTY Customer said agent was not relaying what was typed but relaying what she thought was said, and putting her words in place of his. Customer said agent was making up stories and repeating wrong things. When the customer asked if agent was relaying the conversation properly, the agent replied I'm on the clock until ten. Customer threatened legal action.	01/18/07	Apologized; customer requested follow up. ID number does not correspond to any agent currently working. Called customer and left message regarding this information. Customer did not respond back.
12/05/06	TTY Customer stated she gave the phone number to agent to make a call, but agent typed sksk and then hung up on her.	12/22/06	Apologized and assured this would be forwarded to appropriate supervisor. Discussed proper procedures with operator. Account manager to follow up as requested.
12/26/06	HCO customer unable to call long distance.	12/26/06	Apologized and opened a trouble ticket. Follow up requested. Contacted customer through relay on 12/29/2006. Was unable to communicate effectively with the HCO user on the phone. Resumed communication by e-mail on 12/29/2006. Account manager asked for clarification because it appeared the TTY was malfunctioning and causing the problems with long distance calls through the relay. Continued communication on 1/2/07 and 1/12/07 with suggestions to contact the PUC for replacement equipment. Complaint closed due to satisfactory follow up.
01/05/07	Caller inquired as to why CAs were not given hearing tests before being hired at relay and why relay hires people with deep accents. She would like some answers. She was a part of the rally to get TRS funding.	01/05/07	Non-agent error. Letter was sent to customer per follow up request.
01/15/07	CapTel user called to complain about a general technical issue that occurred during a CapTel call.	01/15/07	Identified cause of incidence and further advised customer on this one time incidence. Customer satisfied with resolution.

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/21/07	TTY Caller stated that agent disconnected call when calling Customer Service. Wanted to enter a formal complaint.	01/21/07	Apologized and said the complaint would be forwarded to the agent's supervisor. Would like a call back via TTY. Complaint was about supervisor hanging up; supervisor tried 3 times to talk to customer and was hung up on. Customer Service called customer to explain this and before they were finished identifying themselves, customer hung up. Complaint closed due to inability to communicate with customer.
01/23/07	TTY Customer reports CA was unresponsive on 1/23/07. He did not keep customer informed during the call.	01/23/07	Apologized; follow up requested. This agent was terminated on 1/23/07 for similar quality of service complaints witnessed by a supervisor. Communicated this to customer.
02/02/07	TTY caller stated that agent was rude and did not tell customer how many minutes were remaining on the customer's calling card during the call.	02/02/07	Apologized to customer. Agent was coached on the importance of relaying all information including minutes left on calling cards. agent understood Customer did not leave contact information to follow up on resolution.
02/07/07	VCO Customer could not be heard when connected to party.	02/15/07	Apologized for the problem and opened up a trouble ticket. Follow up necessary for problem resolution. There was not enough information to resolve this issue. Without the date and time, there was no ability to research the log files to see what might have occurred during the call. Called customer on three occasions to gather more information, but customer did not answer. This issue closed due to lack of customer response.
02/12/07	TTY caller contacted RCS because the agent did not tell the customer how many minutes were left on her phone card. The customer asked several times but did not get a response on the minutes on her card.	02/12/07	Forwarded on to correct center for followup. Agent has been coached on the importance of typing remaining number of minutes on calling card. Agent understood. Customer did not give contact information to follow up on resolution.
02/28/07	CapTel user called to report that s/he was unable to dial regional 800 number	02/28/07	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.
03/05/07	CapTel network issue was identified by CapTel user.	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	CapTel network issue was identified by CapTel user.	03/05/07	Technical problem identified. Resolution provided by network vendor.
03/05/07	CapTel customer complained regarding about the accuracy of captions.	03/05/07	Customer shared feedback regarding captioning speed. Apologized for the incidence and thanked customer for the feedback; assured that information would be shared with appropriate captioning service staff. Suggested customer document the date, time, and CA number for more specific follow up.
03/05/07	CapTel network issue was identified by CapTel user.	03/06/07	Technical problem identified. Resolution provided by network vendor.



Sprint Nextel
700 SW Taylor, STE 300
Portland, OR 97205
800-750-5894 Voice
503-937-2409 TTY
913-523-9873 FAX

Damara Paris
Relay Program Manager
Email: damara.g.paris@sprint.com

June 13, 2007

Mr. Jonathan Cray, RSPF Manager
Oregon Public Utility Commission
Telecommunication Assistance Programs
550 Capitol Street NE, STE 215
Salem, OR 97301-2551

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Cray,

Sprint has provided you the following information to support your filing with the FCC for the State of Oregon:

- An annual Complaint Log which includes complaints received between June 1, 2006 and May 31, 2007 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Monday, July 2, 2007. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 2, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,

Damara Paris,
Relay Program Manager

A handwritten signature in black ink, appearing to read "Damara Paris", written in a cursive style.

Attachments:

- 1) 5 Complaint Log Sheets
- 2) 2 CDs